SIAST
SASKATCHEWAN INSTITUTE OF
APPLIED SCIENCE AND TECHNOLOGY

Employer Survey of 2004 SIAST Graduates

Prepared by:
SIAST Planning, Research and Development Division

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Saskatchewan Institute of Applied Science and Technology

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Executive Summary

The key highlights of the 2004 employer survey are as follows.

- A total of 558 individual surveys were completed with 528 employers (some employers having graduates from more than one SIAST program). These employers have hired graduates from 105 different SIAST programs.
- The number of employers surveyed allows for a respectable ± 4.2% margin of error overall, with a 95% confidence level in the results.
- 84.2% of employers were satisfied or very satisfied with the overall preparation of SIAST graduates.
- 80.5% of employers were satisfied or very satisfied with the job-related knowledge of SIAST graduates.
- 84.8% of employers were satisfied or very satisfied with the job-related skills of SIAST graduates.
- 79.4% of employers were satisfied or very satisfied with the general employability or essential skills of SIAST graduates.
- 45.8% of employers believe that SIAST needs to improve its curriculum content, instruction, practicums, or method of training to better prepare its graduates for the world of work.
- 98.6% of employers stated they would hire a SIAST graduate again if they require employees with similar training in the future.

The report contains additional breakdowns of the results by division and by related training clusters.

The results cannot be compared to previous year surveys due to a change in the rating scale used.

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1.0 INTRODUCTION

SIAST is committed to ensuring its graduates have the training, skills and knowledge to meet the labour market needs of Saskatchewan employers. The employer survey is designed to measure employer satisfaction and to identify areas for improvement in SIAST's curriculum and mix of programs. The employer survey is conducted every two years, in conjunction with SIAST's graduate employment survey.

The survey primarily consists of a short series of rating questions regarding the preparation of graduates overall and in job-related knowledge, job-related skills, and general employability or essential skills. The suitability of curriculum content, instruction or method of training is also examined.

1.1 Methodology

In the winter of 2004, graduates who completed their programs between July 2003 and October 2004 were surveyed in a graduate employment survey (GES). Respondents of the GES were asked to provide employer contact information for the purposes of conducting an employer survey. Many students were employed at the same organization, and as such, provided the same employer contact. Based on the information provided by the student respondents in the GES, a list of 800 unduplicated employers was compiled. These employers were used as the sample for the employer survey conducted in the spring of 2005.

In May of 2005, Norsask Consumer Interviewing Services Ltd. (Norsask) of Saskatoon contacted the employers identified and conducted one-on-one computer assisted telephone interviews (CATI).

A copy of the questionnaire is attached as Appendix A. Employers were instructed to answer the questions based on the training and skills the employees received while studying at SIAST, rather than on the particular person they had hired.

The data was checked by SIAST's Institutional Research and Analysis Office for accuracy and analyzed utilizing the Statistical Package for Social Sciences (SPSS).

1.2 Response Rate

Every effort was made to contact all the employers on the list in order to provide the highest possible response rate. Of the 800 employers identified in the graduate employment survey, 528 employers of graduates from 105 programs were successfully contacted and interviewed (66% response rate). *Note: Some of the larger "employers" with multiple locations around the province and different management (i.e., health regions) may have been surveyed more than once, and are included in the 528 total.*

Given that there are approximately 39,500 employers in Saskatchewan (Statistics Canada, Business Registry, December 2004), the number of employers surveyed (528) allows for a respectable ± 4.2% margin of error overall, with a 95% confidence level[1]. In 2002, the margin of error obtained was slightly lower at ± 3.9%, with 624 employers.

Given a ± 4.2 % margin of error overall, this means that if 84.2% of respondents indicated they are satisfied or very satisfied with overall preparation of SIAST graduates, then we can be 95% confident[2] that 80% to 88.4% of all Saskatchewan employers would be similarly satisfied.

Some organizations employ graduates from more than one program. These businesses were asked to complete a separate questionnaire for each program. As such, there are actually 558 responses from 528 unique employer contacts. Table 1 shows the number of completed responses by division. The largest portion

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[1] The margin of error indicates the range within which the true results would be if everyone in the population had responded to the survey. The larger the margin of error, the less confidence one has that the survey's reported percentages are close to the "true" percentages; i.e., the percentages in the whole population. The margin of error is calculated directly from the sample size (the number of respondents) and is commonly reported at a 95 percent level of confidence.

[2] The confidence level is the level of certainty to which a true value will be included within the range specified by the margin of error (confidence interval). A 95 percent confidence level means that the sample responses will provide an accurate representation of the results of the total population, 19 times out of 20, within the margin of error calculated. Generally, researchers try to obtain a sample size that will allow them to achieve a margin of error of at least 5 percent.

of responses came from employers of graduates from the Science and Health division, many of which were enrolled in the Home Care Aide and Special Care Aide programs.

Table 1: Number of Responses, SIAST Overall and by Division

	#	Percentage of Total Responses
Business and Agriculture	72	12.9%
Community Services	79	14.2%
Industrial Training	113	20.3%
Nursing	45	8.1%
Science and Health	165	29.6%
Technology	84	15.1%
SIAST OVERALL	**558**	**100%**

1.3 Reporting of Results

Detailed results of the employer survey are presented in Section 2.0. The results are reported for SIAST overall and, where possible, are broken down by SIAST's six divisions: Business and Agriculture; Community Services; Industrial Training; Nursing; Science and Health; and Technology. Note: There were no employers of graduates from agricultural programs who responded to the survey. As such, the Business and Agriculture division encompasses only employers of graduates from business programs.

In order to further classify the employer satisfaction results to specific programs, fourteen **related training clusters** were created. The 105 SIAST programs assessed by employers in the survey were grouped into one of the related training clusters. The programs include applied certificate, certificate, advanced certificate and diploma. The rating results have been displayed by these training clusters to identify where there may be variations amongst programming. Note: the graduate employment survey and employer survey does not survey apprentices or basic education students, as they do not receive a credential from SIAST.

Appendix B contains a listing of the related training clusters and the appropriate SIAST programs belonging to each grouping. The number of employers that were able to respond to questions regarding graduates from each program is also provided in the appendix. Individual program pages were not created, as the sample did not allow for a sufficient number of employers to be contacted for each of SIAST's programs.

Only "valid responses" have been included in the report. This means the responses of those employers who were not sure of their response have been removed from the analysis. Therefore, the total number of respondents for each question will vary, comprising only of those employers who provided a valid response to each question. All percentages have been rounded to one decimal place or, in some graphs, the nearest whole number. As such, the total percentage listed may differ slightly from 100%.

Due to changes in the questionnaire design/rating scales, comparisons to the results from previous years are not available.

Reporting Employer Satisfaction Based on Training-Related Employment

SIAST places an emphasis on training its graduates to work in occupations related to their field of study. The majority of employers in this study reported their satisfaction with SIAST graduates who were working in a training-related position (97.0% overall, 541 of 558).

Note: The majority of graduates who provided employer contact information for this survey had indicated in the graduate employment survey that they were employed in a training-related position.

Table 2: Responding Employers with Graduates Working in Training-Related Occupations, SIAST Overall and by Division

	Working in a training-related position

	Yes
Business and Agriculture	70
Community Services	75
Industrial Training	110
Nursing	44
Science and Health	162
Technology	80
SIAST OVERALL	**541**

2.0 RESULTS

2.1 Summary of Employer Satisfaction with Overall, Job-Related Knowledge, Job-Related Skills, and General Employability Skills Preparation of SIAST Graduates

The employers surveyed were most satisfied with the job-related skills displayed by SIAST graduates (84.8% of employers were satisfied or very satisfied). Employer satisfaction with job-related knowledge and general employability skills of graduates was slightly lower, with 80.5% and 79.4% of employers reporting satisfaction, respectively. (See Graph 1.)

When asked to report on their satisfaction with overall job preparation, rather than specific areas of preparation, the majority of employers (84.2%) reported they were satisfied or very satisfied.

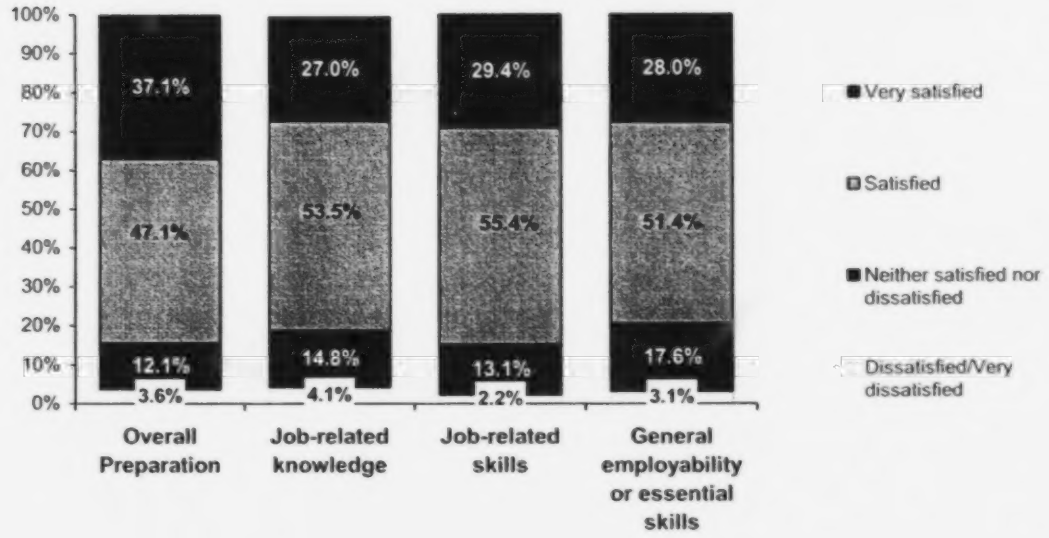
Less than one-fifth employers (12%) gave a neither satisfied nor dissatisfied rating of SIAST graduates preparation overall while the remaining few employers (approximately 4%) indicated some level of dissatisfaction.

The number of employers who were neither satisfied nor dissatisfied with graduate preparation was relatively higher with respect to general employability skills; while job-related knowledge preparation received the highest number of dissatisfied responses.

(Note: The proportion of respondents who are satisfied to very satisfied with the preparation of SIAST graduates cannot be compared to previous surveys, as the rating scale was changed in 2004 to a balanced Likert scale with a neutral mid-point).

A further breakdown of the satisfaction ratings is presented in subsequent sections of this report.

Graph 1: Summary of Employer Satisfaction with Overall, Job-Related Knowledge, Job-Related Skills, and General Employability Skills Preparation of Graduates, SIAST Overall



2.2 Overall Preparation

2.2.1 Overall Preparation of Graduates, SIAST Overall and by Division

Overall, employers indicated high levels of satisfaction with the training of SIAST graduates. Approximately, 84% of employers gave a rating of satisfied or very satisfied to the overall preparation of the SIAST graduates they had hired. (See Graph 2.)

On a divisional basis, the highest levels of satisfaction were found in the Business and Agriculture division, with 93% of employers indicating that they were satisfied to very satisfied. The Community Services and Industrial Training divisions were rated less positively, falling below the SIAST overall average, with only 75.7% and 73.4% respectively. (See Table 3.)

Graph 2: Employer Satisfaction with Overall Preparation of Graduates, SIAST Overall and by Division

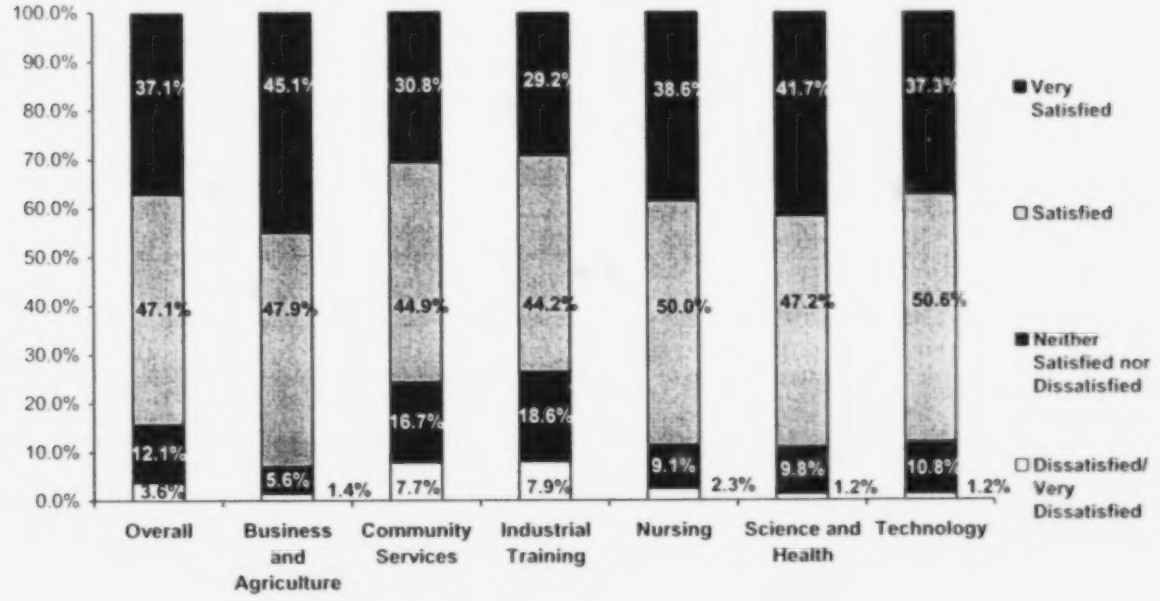


Table 3: Employer Satisfaction with Overall Preparation of Graduates, SIAST Overall and by Division

Overall Preparation	#	Very satisfied	Satisfied	Niether satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Business and Agriculture	71	32	34	4	1	0
Community Services	78	24	35	13	4	2
Industrial Training	113	33	50	21	5	4
Nursing	44	17	22	4	1	0
Science and Health	163	68	77	16	2	0
Technology	83	31	42	9	1	0
SIAST OVERALL	**552**	**205**	**260**	**67**	**14**	**6**

2.0 RESULTS

2.1 Summary of Employer Satisfaction with Overall, Job-Related Knowledge, Job-Related Skills, and General Employability Skills Preparation of SIAST Graduates

The employers surveyed were most satisfied with the job-related skills displayed by SIAST graduates (84.8% of employers were satisfied or very satisfied). Employer satisfaction with job-related knowledge and general employability skills of graduates was slightly lower, with 80.5% and 79.4% of employers reporting satisfaction, respectively. (See Graph 1.)

When asked to report on their satisfaction with overall job preparation, rather than specific areas of preparation, the majority of employers (84.2%) reported they were satisfied or very satisfied.

Less than one-fifth employers (12%) gave a neither satisfied nor dissatisfied rating of SIAST graduates preparation overall while the remaining few employers (approximately 4%) indicated some level of dissatisfaction.

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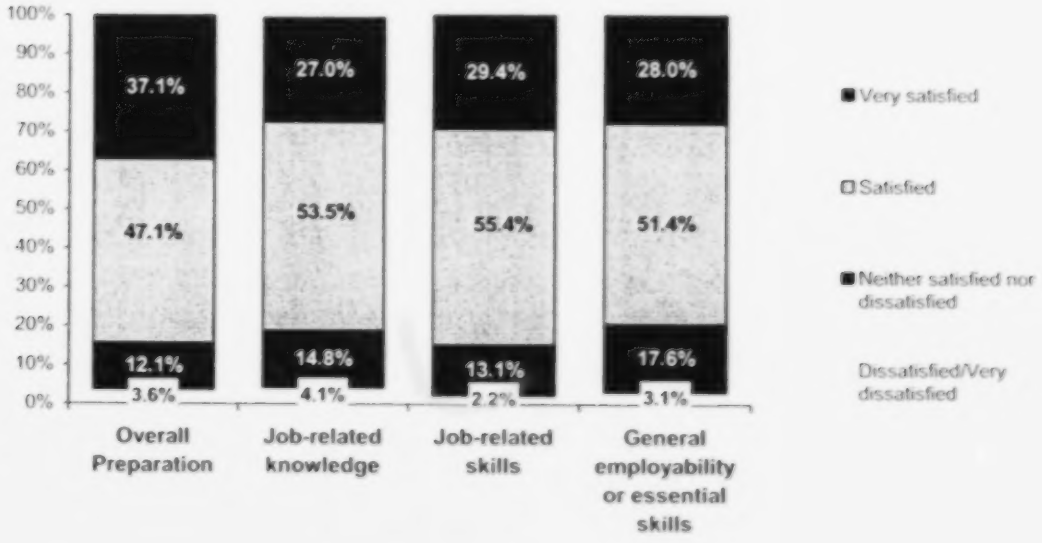

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2.2.1 Overall Preparation of Graduates, SIAST Overall and by Division

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On a divisional basis, the highest levels of satisfaction were found in the Business and Agriculture division, with 93% of employers indicating that they were satisfied to very satisfied. The Community Services and Industrial Training divisions were rated less positively, falling below the SIAST overall average, with only 75.7% and 73.4% respectively. (See Table 3.)

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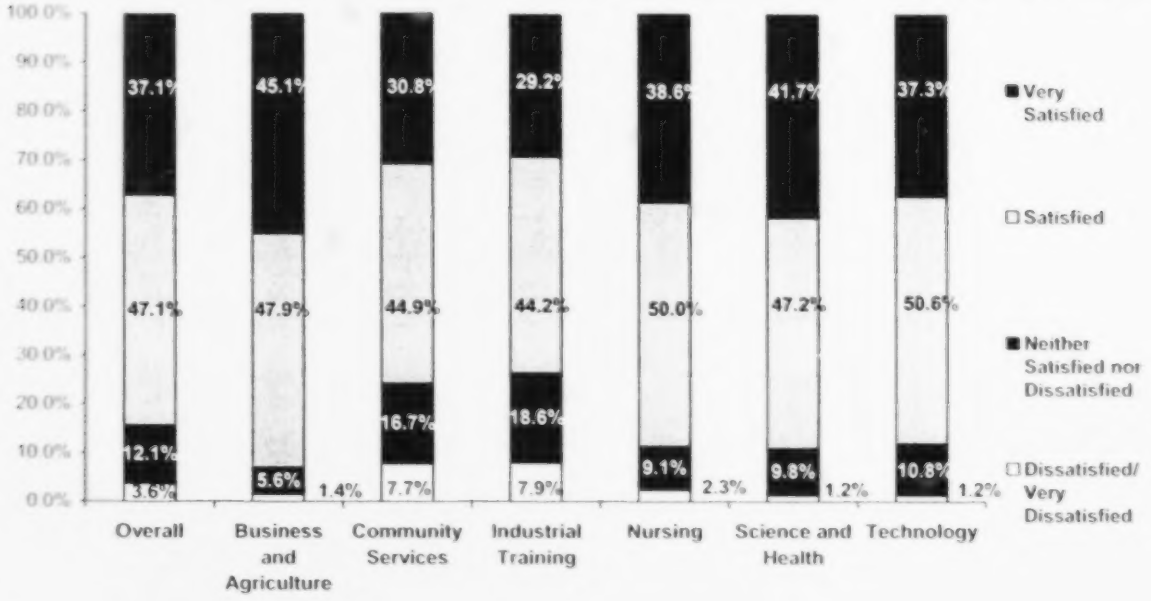

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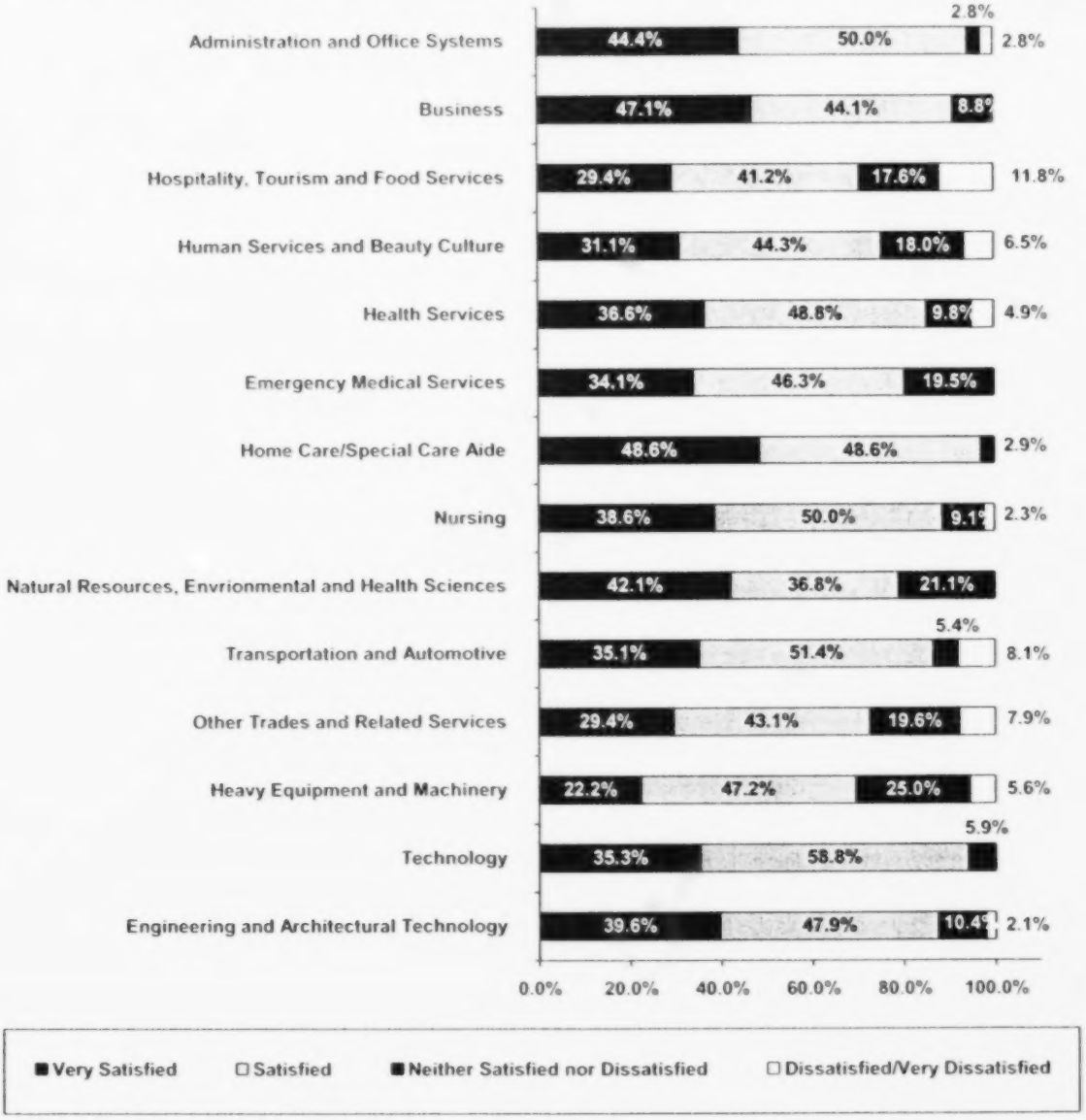
SIAST OVERALL	**552**	**205**	**260**	**67**	**14**	**6**

2.2.2 *Overall Preparation of Graduates, by Related Training Cluster*

A breakdown of employer satisfaction for the overall preparation of graduates by related training cluster reveals that the home care/special care aide cluster received the highest satisfaction ratings from employers. None of the responding employers in this area expressed dissatisfaction with the overall preparation of the graduates they had hired, with 97.2% stating they were satisfied or very satisfied. (See Graph 3.)

Other training clusters that received relatively higher satisfaction ratings include administration and office systems (94.4% satisfied/very satisfied), business (91.2%), and technology (94.1%).

Graph 3: Employer Satisfaction with Overall Preparation of Graduates, by Related Training Cluster



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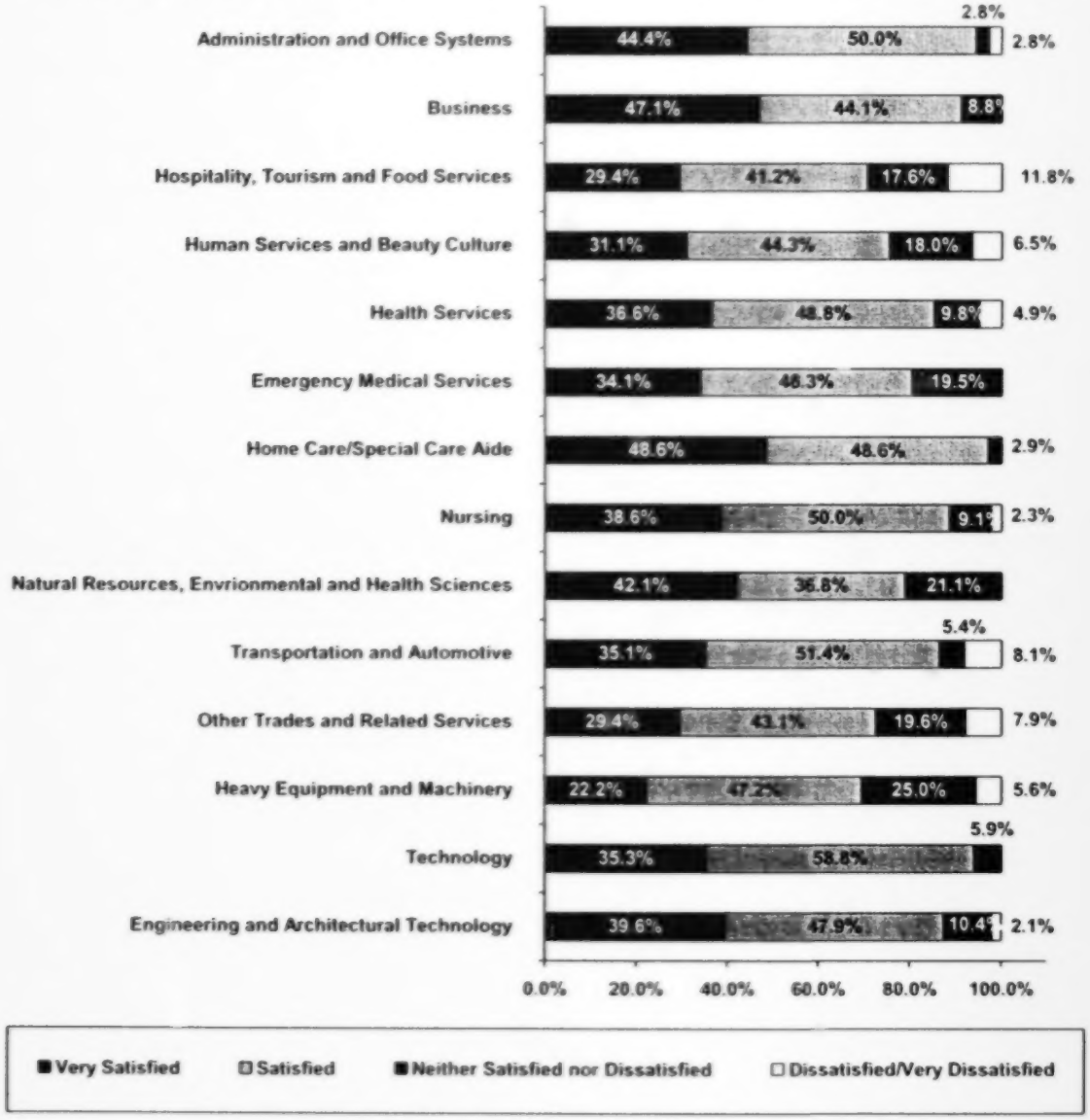


Conversely, of the heavy equipment and machinery sector employers who responded, only 69.4% reported that they were satisfied to very satisfied.

Other training clusters that had a relatively lower proportion of satisfied employers include other trades and related services (72.5% satisfied/very satisfied), hospitality, tourism, and food services (70.6%), and human services and beauty culture (75.4%).

Table 4: Employer Satisfaction with Overall Preparation of Graduates, by Related Training Cluster

	#	Very satisfied	Satisfied	Niether satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Administration and Office Systems	36	16	18	1	1	0
Business	34	16	15	3	0	0
Hospitlality, Tourism and Food Services	17	5	7	3	1	1
Human Services and Beauty Culture	61	19	27	11	3	1
Health Services	41	15	20	4	2	0
Emergency Medical Services	41	14	19	8	0	0
Home Care/Special Care Aide	70	34	34	2	0	0
Nursing	44	17	22	4	1	0
Natural Resources, Environmental and Health Sciences	19	8	7	4	0	0
Transportation and Automotive	37	13	19	2	2	1
Other Trades and Related Services	51	15	22	10	1	3
Heavy Equipment and Machinery	36	8	17	9	2	0
Technology	17	6	10	1	0	0
Engineering and Architectural Technology	48	19	23	5	1	0

Note: Refer to Appendix B for a list of programs that are in each cluster.

2.3 Job-Related Knowledge

2.3.1 Job-Related Knowledge, SIAST Overall and by Division

In addition to overall preparation, employers were asked to indicate their level of satisfaction with the preparation of SIAST graduates in the area of job-related knowledge.

Overall, 80.5% of employers were satisfied to very satisfied with the job-related knowledge of the graduates they hired. (See Graph 4.)

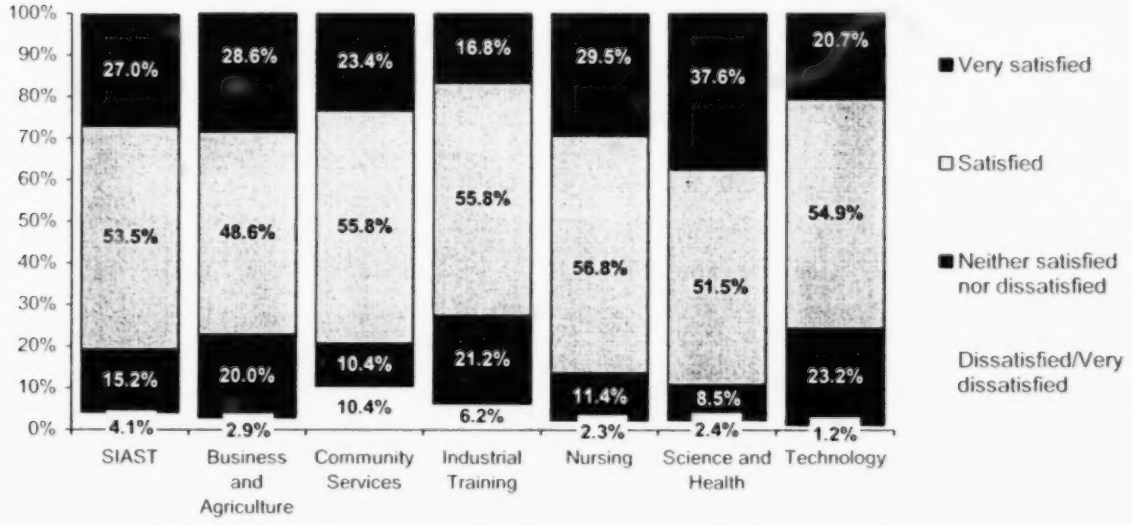
Around one-sixth of employers (15.2%) provided a neither satisfied nor disatisfied rating for SIAST's ability to prepare SIAST graduates in the area of job-related knowledge, while a smaller proportion (4%) indicated some level of dissatisfaction.

On a divisional basis, employers of graduates from programs in Science and Health gave a relatively higher satisfaction rating in the area of job-related knowledge, with 89.1% stating they were satisfied or very satisfied. The Nursing division also received a relatively higher satisfaction rating of 86.3%, both divisions were above the SIAST overall average of 80.5%.

The Industrial Training division received the lowest overall satisfaction rating, of 72.6%.

Respondents who gave a less than satisfactory rating were asked to comment on what aspects of graduates' job-related knowledge they were dissatisfied with.

Graph 4: Employer Satisfaction with Job-Related Knowledge of Graduates, SIAST Overall and by Division



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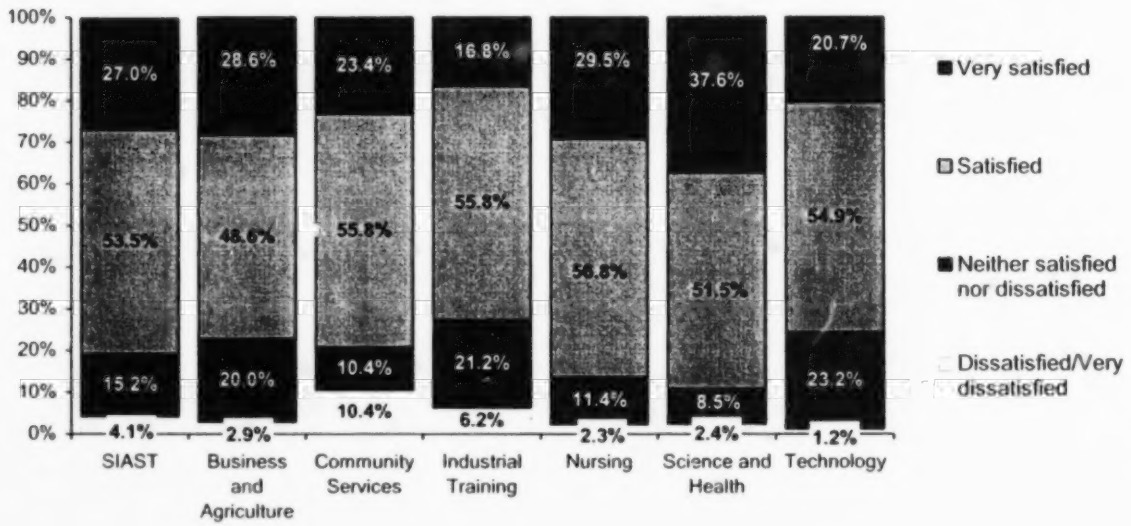


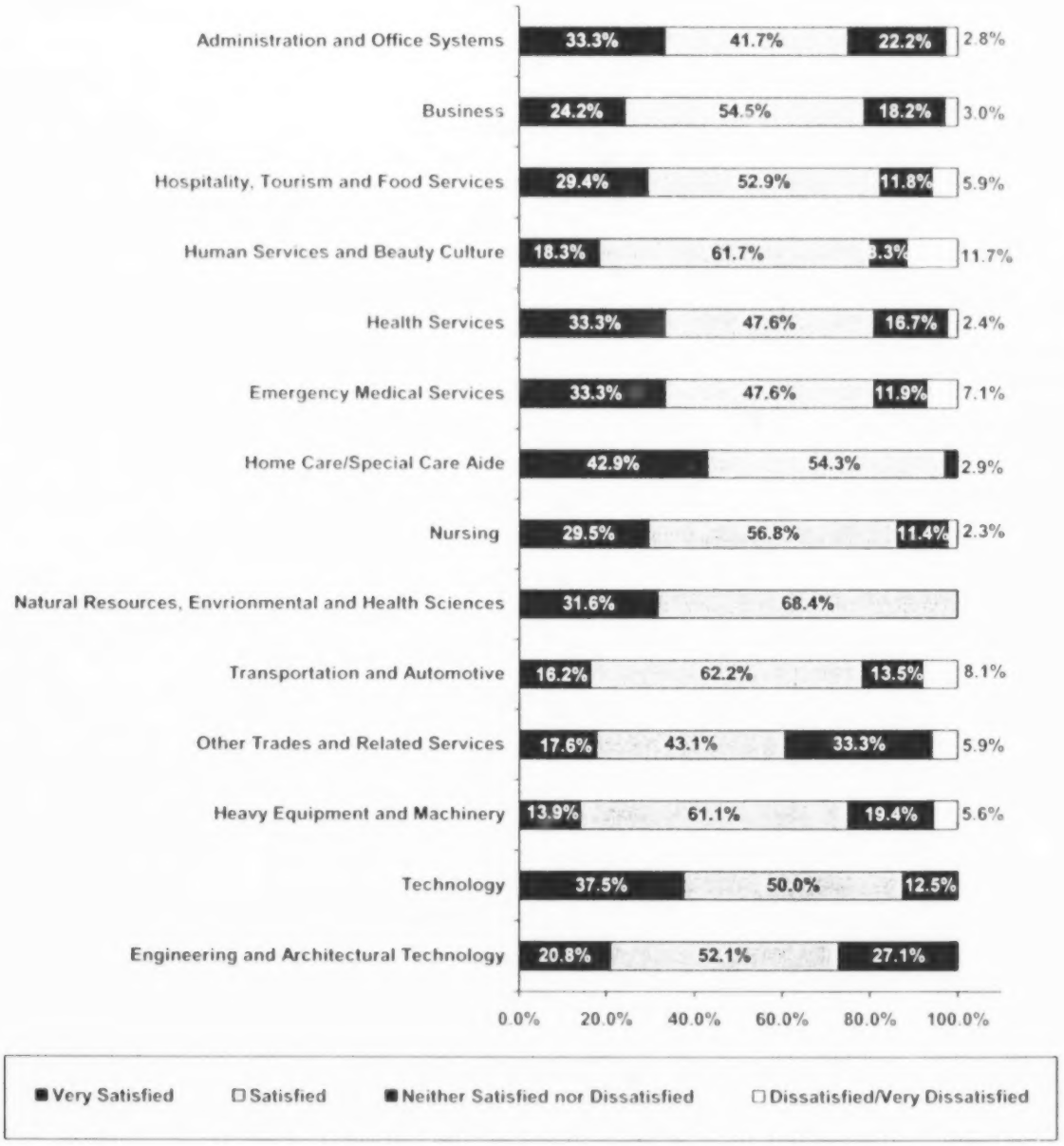
Table 5: Employer Satisfaction with Job-Related Knowledge of Graduates, SIAST Overall and by Division

Job-Related Knowledge	#	Very satisfied	Satisfied	Niether satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Business and Agriculture	70	20	34	14	2	0
Community Services	77	18	43	8	8	0
Industrial Training	113	19	63	24	4	3
Nursing	44	13	25	5	1	0
Science and Health	165	62	85	14	4	0
Technology	82	17	45	19	1	0
SIAST OVERALL	**551**	**149**	**295**	**84**	**20**	**3**

2.3.2 *Job-Related Knowledge, by Related Training Cluster*

Employers in the related training cluster of natural resources, environmental and health sciences reported the highest level of satisfaction with graduate's job-related knowledge. All employers in this cluster indicated they were either satisfied or very satisfied (100%). The home care/special care aide cluster also received a very high level of satisfaction from employers, of 97.2%. (See Graph 5.)

Graph 5: Employer Satisfaction with Job-Related Knowledge of Graduates, by Related Training Cluster



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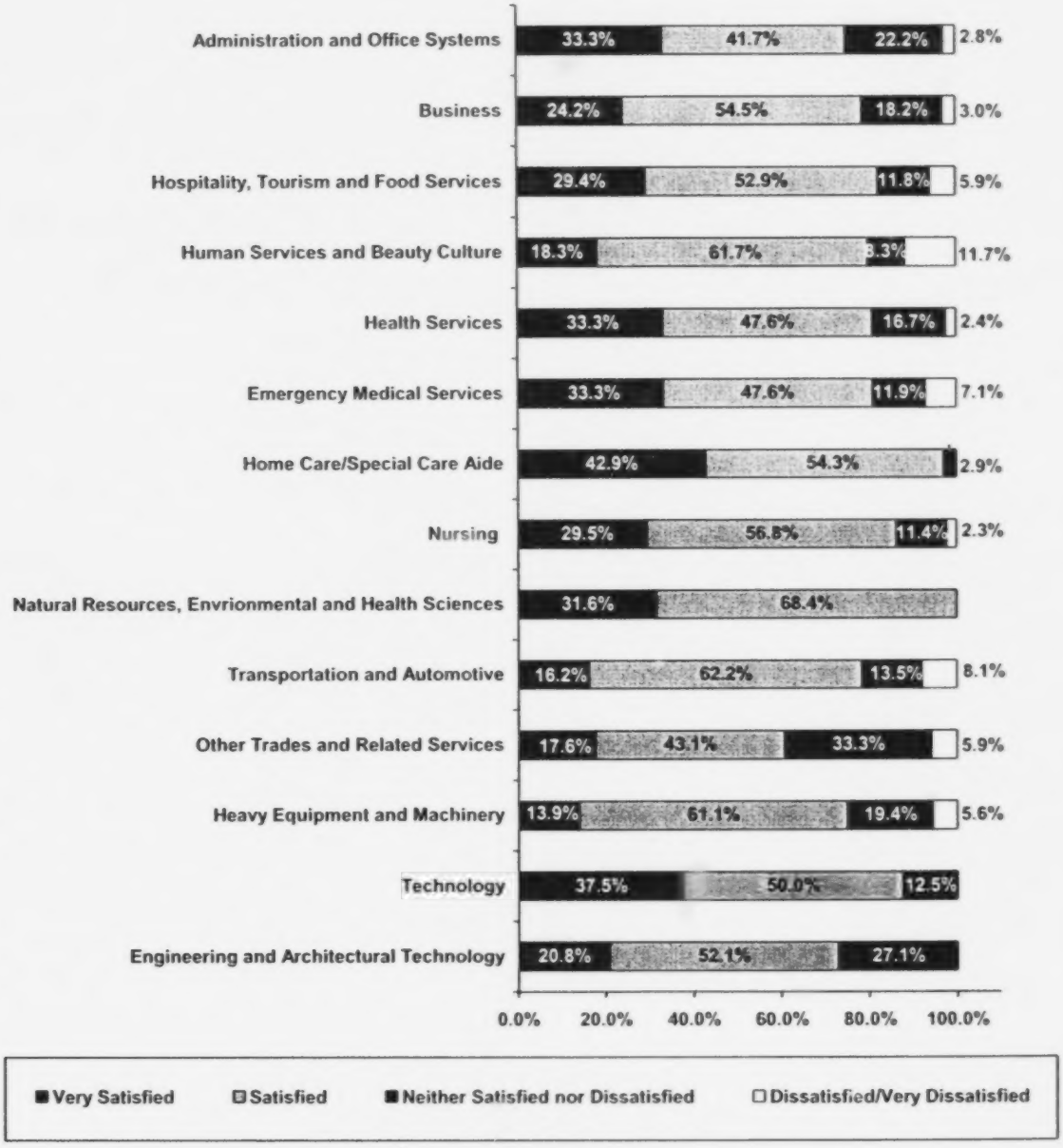


Other training related clusters that did not have any employers reporting dissatisfaction included technology, and engineering and architectural technology. However, these clusters did include employers who were neither satisfied nor dissatisfied, with SIAST graduate's job-related knowledge, and subsequently received relatively lower satisfaction ratings (87.5% and 72.8%).

The other trades and related services cluster received the lowest satisfaction rating amongst the training clusters, with only 60.7% of employers reporting they were satisfied to very satisfied with the preparation of graduates job-related knowledge.

Table 6: Employer Satisfaction with Job-Related Knowledge of Graduates, by Related Training Cluster

	#	Very satisfied	Satisfied	Niether satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Administration and Office Systems	36	12	15	8	1	0
Business	33	8	18	6	1	0
Hospitality, Tourism and Food Services	17	5	9	2	1	0
Human Services and Beauty Culture	60	11	37	5	7	0
Health Services	42	14	20	7	1	0
Emergency Medical Services	42	14	20	5	3	0
Home Care/Special Care Aide	70	30	38	2	0	0
Nursing	44	13	25	5	1	0
Natural Resources, Environmental and Health Sciences	19	6	13	0	0	0
Transportation and Automotive	37	6	23	5	2	1
Other Trades and Related Services	51	9	22	17	2	1
Heavy Equipment and Machinery	36	5	22	7	1	1
Technology	16	6	8	2	0	0
Engineering and Architectural Technology	48	10	25	13	0	0

2.4 Job-Related Skills

2.4.1 Job-Related Skills, SIAST Overall and by Division

When asked to rate their level of satisfaction with the job-related skills displayed by SIAST graduates they hired, nearly 85% of employers were satisfied or very satisfied.

The Business and Agriculture division edged out other divisions, with 97.2% of employers indicating they were satisfied or very satisfied with graduate preparation in the area of job-related skills. As with job-related knowledge, the Nursing and Science and Health divisions continued to show high levels of satisfaction, above the SIAST average, with 90.9% and 88.5% respectively.

Employers of graduates from the Industrial Training and Technology divisions reported the lowest levels of satisfaction with job-related skill preparation with 76.1% and 78.1%, respectively indicating they were satisfied to very satisfied. (See Graph 6.)

Respondents who gave a less than satisfactory rating were asked to comment on what aspects of graduates' job-related skills they were dissatisfied with.

Graph 6: Employer Satisfaction with Job-Related Skills of Graduates, SIAST Overall and by Division

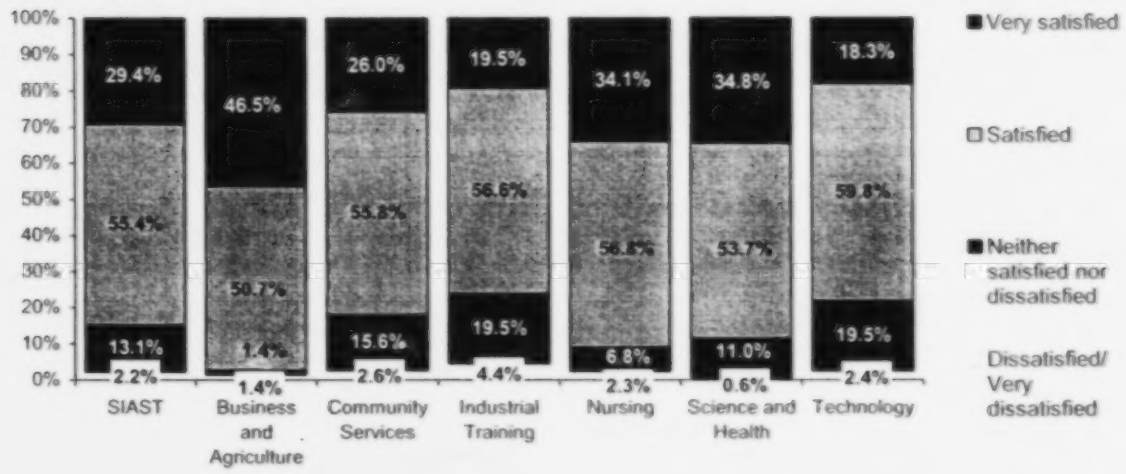


Table 7: Employer Satisfaction with Job-Related Skills of Graduates, SIAST Overall and by Division

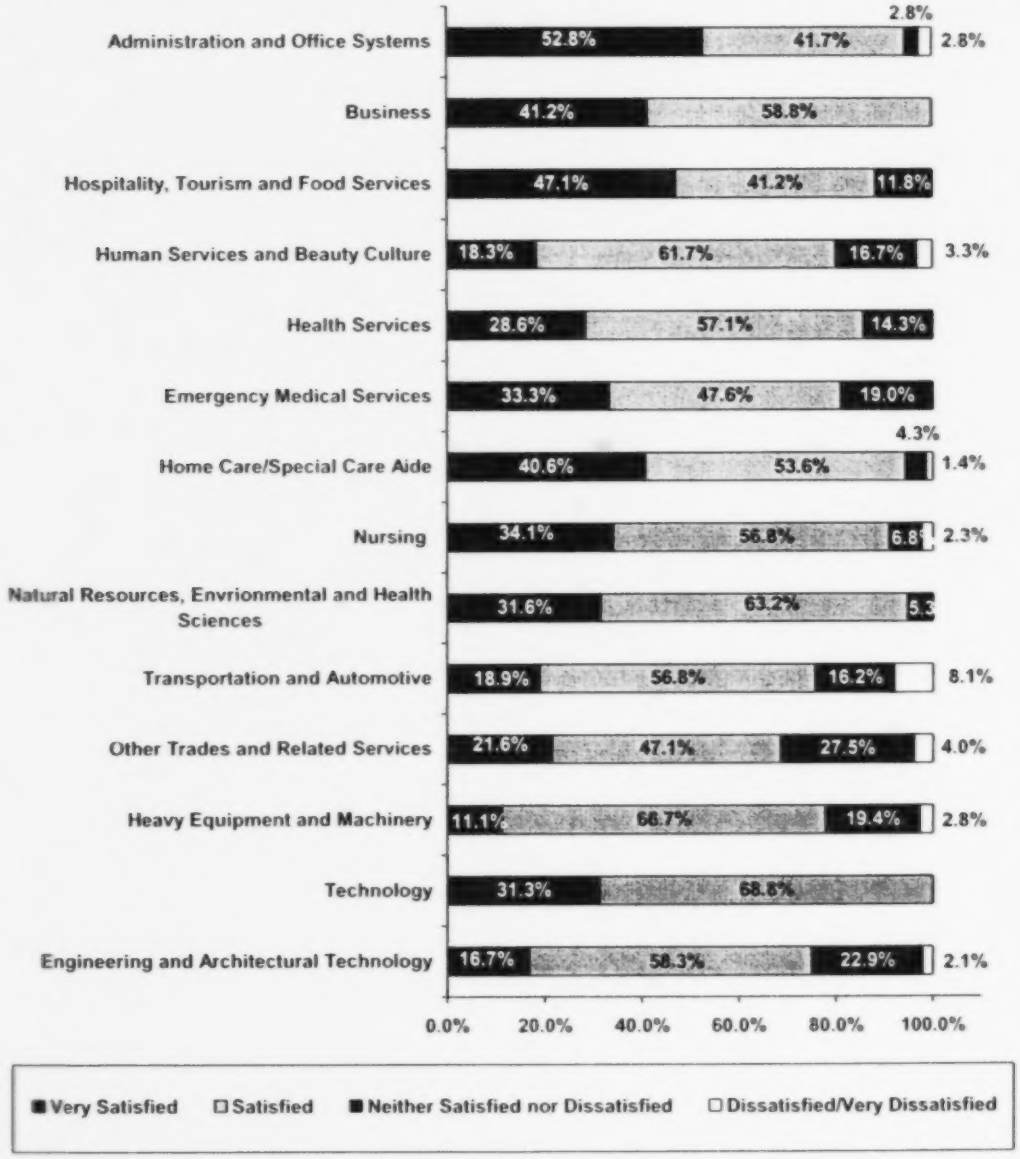
Job-Related Skills	#	Very satisfied	Satisfied	Niether satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Business and Agriculture	71	33	36	1	1	0
Community Services	77	20	43	12	2	0
Industrial Training	113	22	64	22	1	4
Nursing	44	15	25	3	0	1
Science and Health	164	57	88	18	1	0
Technology	82	15	49	16	2	0
SIAST OVERALL	**551**	**162**	**305**	**72**	**7**	**5**

2.4.2 *Job-Related Skills, by Related Training Cluster*

With regards to job-related skill preparation, all employers in the business and technology training clusters stated they were satisfied or very satisfied (100%). The administration and office systems, home care/special care aide and natural resources, environmental, and health sciences training clusters all received similar accolades with approximately 94% of employers reporting satisfaction. (See Graph 7.)

The other trades and related services training cluster fared the worst, with only 68.7% of employers indicating a level of satisfaction.

Graph 7: Employer Satisfaction with Job-Related Skills of Graduates, by Related Training Cluster



2.4 Job-Related Skills

2.4.1 Job-Related Skills, SIAST Overall and by Division

When asked to rate their level of satisfaction with the job-related skills displayed by SIAST graduates they hired, nearly 85% of employers were satisfied or very satisfied.

The Business and Agriculture division edged out other divisions, with 97.2% of employers indicating they were satisfied or very satisfied with graduate preparation in the area of job-related skills. As with job-related knowledge, the Nursing and Science and Health divisions continued to show high levels of satisfaction, above the SIAST average, with 90.9% and 88.5% respectively.

Employers of graduates from the Industrial Training and Technology divisions reported the lowest levels of satisfaction with job-related skill preparation with 76.1% and 78.1%, respectively indicating they were satisfied to very satisfied. (See Graph 6.)

Respondents who gave a less than satisfactory rating were asked to comment on what aspects of graduates' job-related skills they were dissatisfied with.

Graph 6: Employer Satisfaction with Job-Related Skills of Graduates, SIAST Overall and by Division

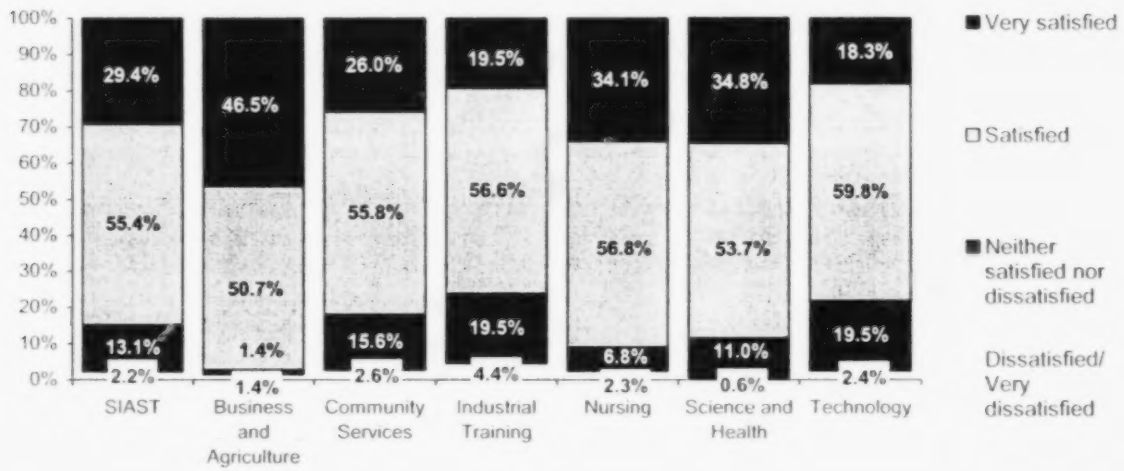


Table 7: Employer Satisfaction with Job-Related Skills of Graduates, SIAST Overall and by Division

Job-Related Skills	#	Very satisfied	Satisfied	Niether satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Business and Agriculture	71	33	36	1	1	0
Community Services	77	20	43	12	2	0
Industrial Training	113	22	64	22	1	4
Nursing	44	15	25	3	0	1
Science and Health	164	57	88	18	1	0
Technology	82	15	49	16	2	0
SIAST OVERALL	**551**	**162**	**305**	**72**	**7**	**5**

2.4.2 *Job-Related Skills, by Related Training Cluster*

With regards to job-related skill preparation, all employers in the business and technology training clusters stated they were satisfied or very satisfied (100%). The administration and office systems, home care/special care aide and natural resources, environmental, and health sciences training clusters all received similar accolades with approximately 94% of employers reporting satisfaction. (See Graph 7.)

The other trades and related services training cluster fared the worst, with only 68.7% of employers indicating a level of satisfaction.

Graph 7: Employer Satisfaction with Job-Related Skills of Graduates, by Related Training Cluster

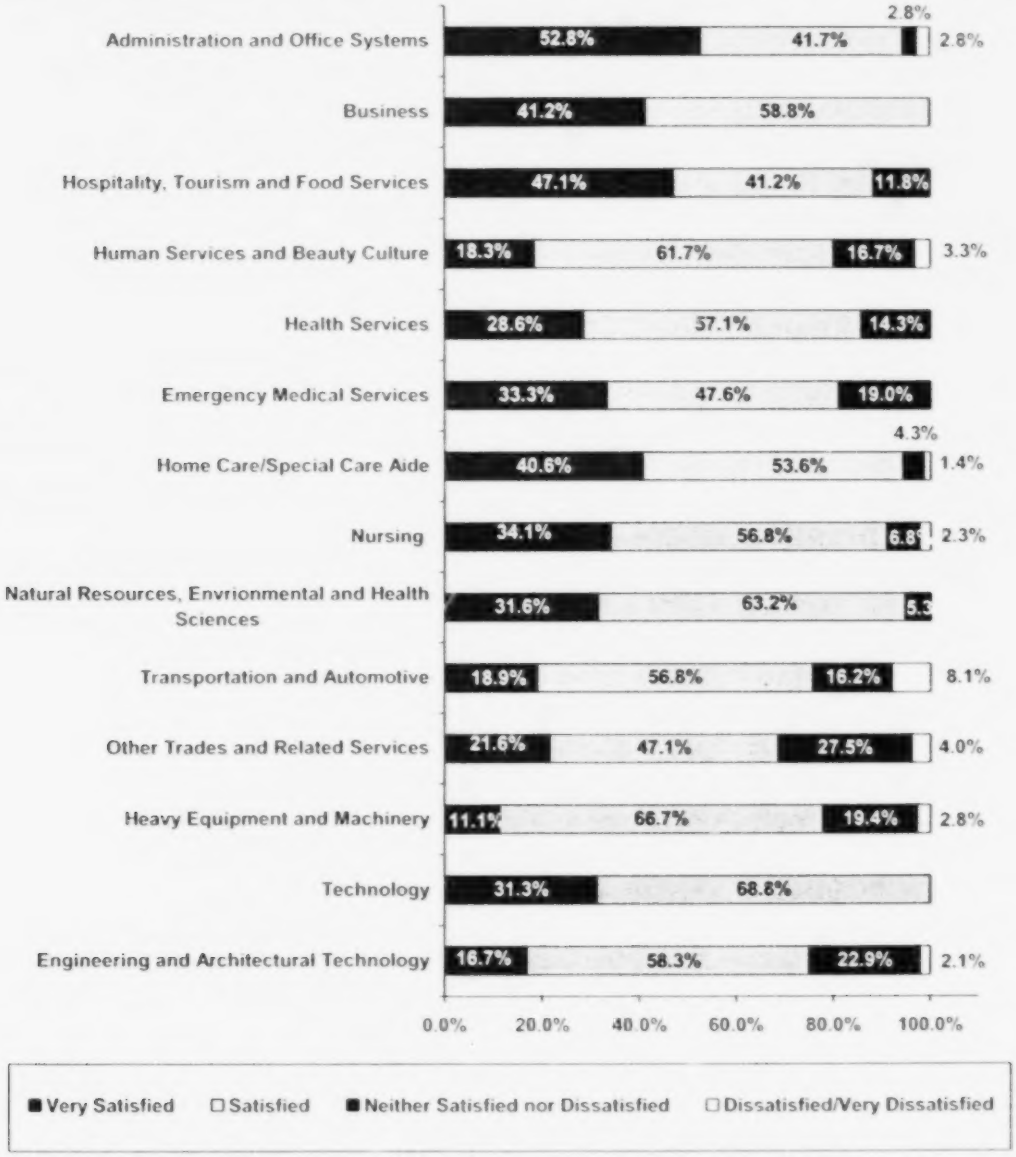


Table 8: Employer Satisfaction with Job-Related Skills of Graduates, by Related Training Cluster

	#	Very satisfied	Satisfied	Niether satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Administration and Office Systems	36	19	15	1	1	0
Business	34	14	20	0	0	0
Hospitality, Tourism and Food Services	17	8	7	2	0	0
Human Services and Beauty Culture	60	11	37	10	2	0
Health Services	42	12	24	6	0	0
Emergency Medical Services	42	14	20	8	0	0
Home Care/Special Care Aide	69	28	37	3	1	0
Nursing	44	15	25	3	0	1
Natural Resources, Environmental and Health Sciences	19	6	12	1	0	0
Transportation and Automotive	37	7	21	6	1	2
Other Trades and Related Services	51	11	24	14	1	1
Heavy Equipment and Machinery	36	4	24	7	0	1
Technology	16	5	11	0	0	0
Engineering and Architectural Technology	48	8	28	11	1	0

2.5 General Employability or Essential Skills

2.5.1 General Employability or Essential Skills, SIAST Overall and by Division

The general employability or essential skill preparation of graduates was rated slightly lower by employers, with 79.4% of employers indicating they were satisfied to very satisfied with SIAST graduates overall. (See Graph 8.)

The Business and Agriculture (88.5%), Community Services (82.9%), Nursing (83.8%), and Technology (81.7%) divisions all reported general employability skill satisfaction ratings above the SIAST average, whereas the Industrial Training (75%) and Science and Health (74.4%) divisions fell slightly below. As with job-related skill preparation, the Business and Agriculture received the highest level of satisfaction amongst the divisions.

Respondents who gave a less than satisfactory rating were asked to comment on what aspects of graduates' general employability skills they were dissatisfied with.

Graph 8: Employer Satisfaction with General Employability or Essential Skills of Graduates, SIAST Overall and by Division

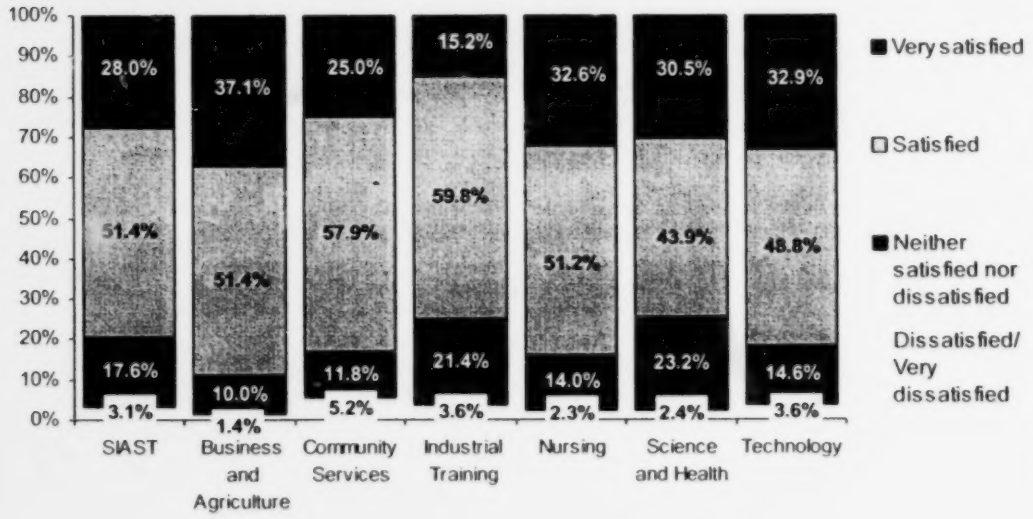


Table 9: Employer Satisfaction with General Employability or Essential Skills of Graduates, SIAST Overall and by Division

General Employability or Essential Skills	#	Very satisfied	Satisfied	Niether satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Business and Agriculture	70	26	36	7	1	0
Community Services	72	19	44	9	3	1
Industrial Training	112	17	67	24	2	2
Nursing	43	14	22	6	1	0
Science and Health	164	50	72	38	4	0
Technology	82	27	40	12	2	1
SIAST OVERALL	**547**	**153**	**281**	**96**	**13**	**4**

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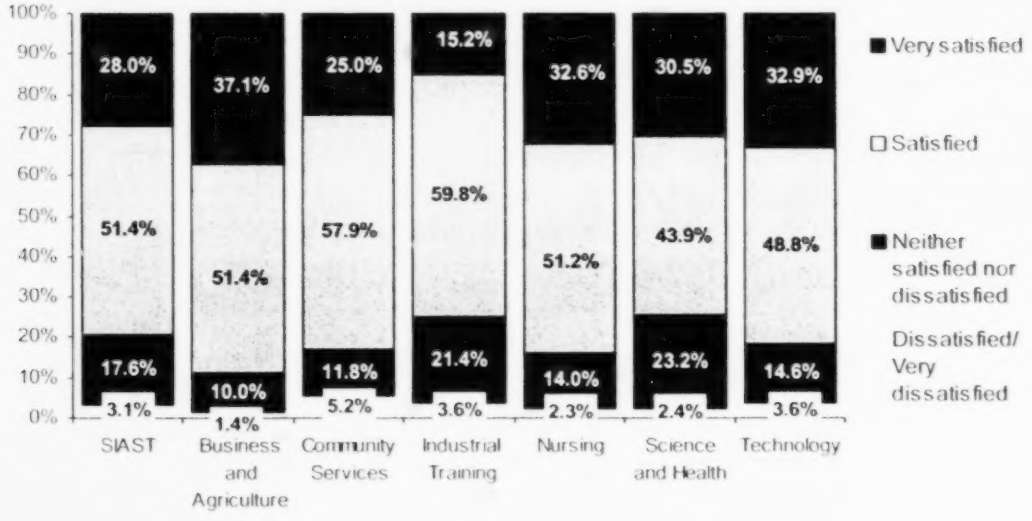

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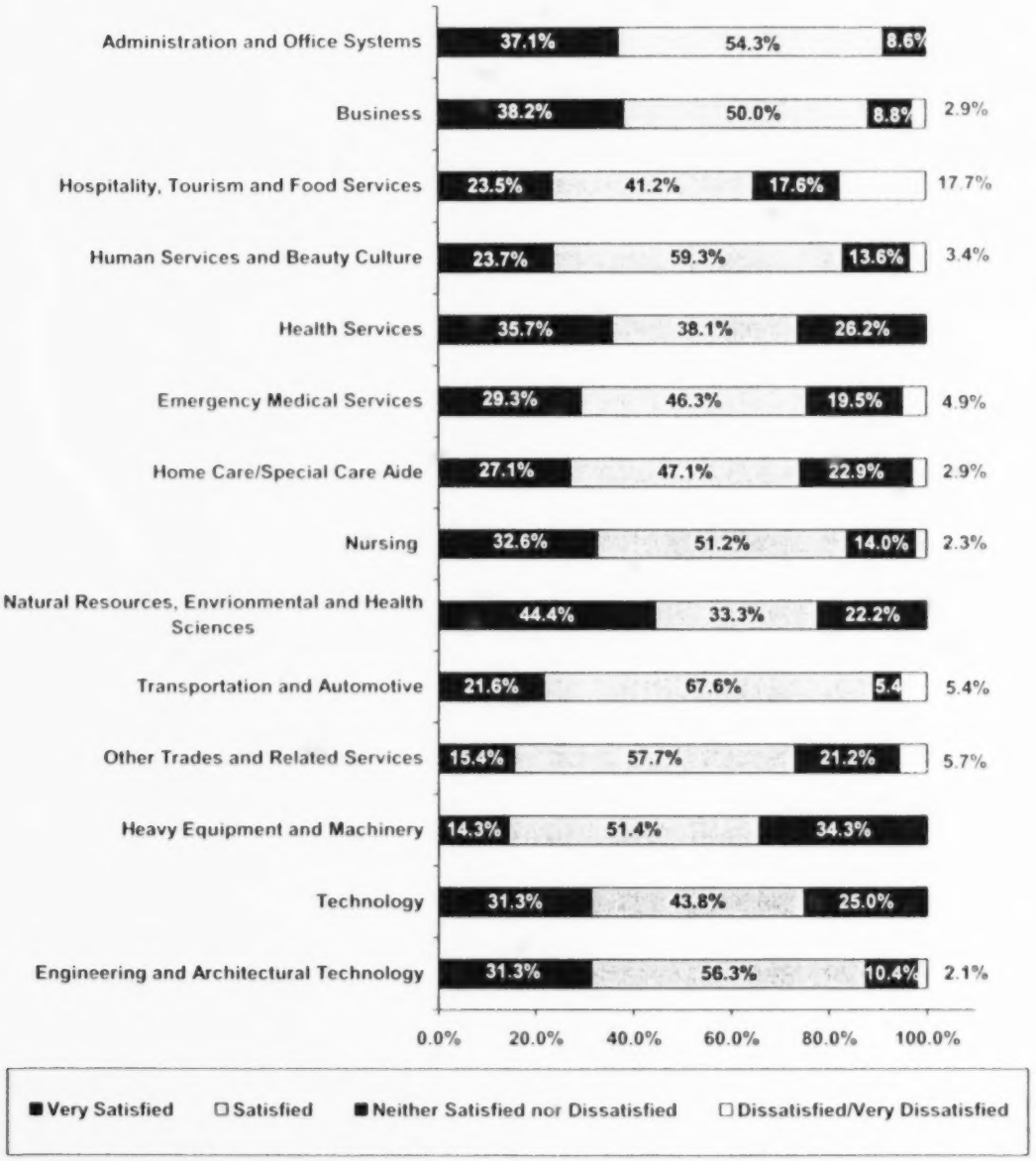
SIAST OVERALL	**547**	**153**	**281**	**96**	**13**	**4**

2.5.2 *General Employability or Essential Skills, by Related Training Cluster*

The general employability or essential skills of SIAST graduates were rated strongest in the administration and office systems cluster with 91.4% of employers indicating they were satisfied to very satisfied.

Other training clusters that received relatively high employer satisfaction ratings for general employability skill preparation include business (88.2% satisfied to very satisfied), transportation and automotive (89.2%), and engineering and architectural technology (87.6%). (See Graph 9.)

Graph 9: Employer Satisfaction with General Employability or Essential Skills of Graduates, by Related Training Cluster



The hospitality, tourism and food services and heavy equipment and machinery training clusters had a relatively lower proportion of employers that indicated they were satisfied to very satisfied, at 64.7% and 65.7% respectively.

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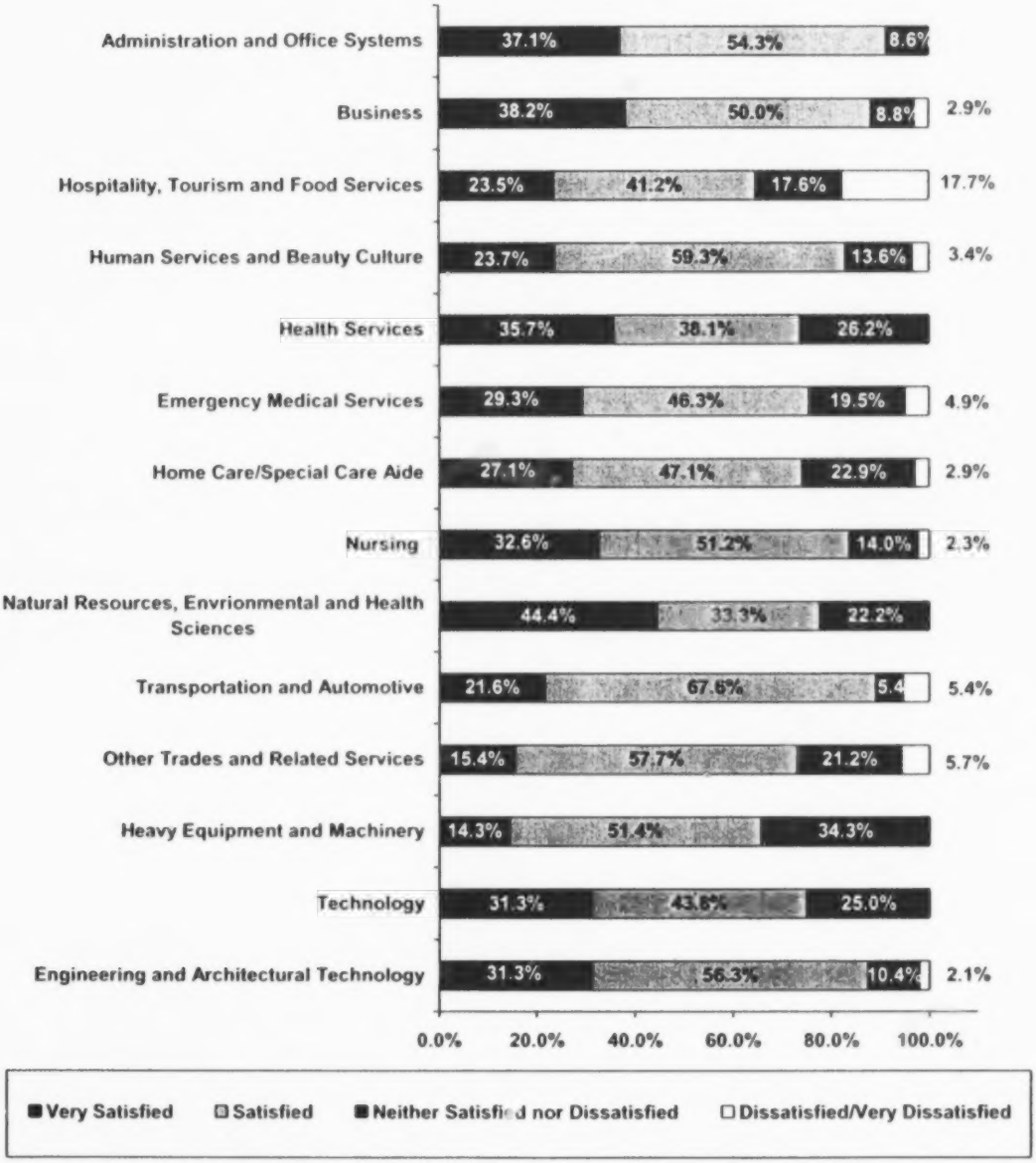

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Table 10: Employer Satisfaction with the General Employability or Essential Skills of Graduates, by Related Training Cluster

	#	Very satisfied	Satisfied	Niether satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Administration and Office Systems	35	13	19	3	0	0
Business	34	13	17	3	1	0
Hospitality, Tourism and Food Services	17	4	7	3	2	1
Human Services and Beauty Culture	59	14	35	8	2	0
Health Services	42	15	16	11	0	0
Emergency Medical Services	41	12	19	8	2	0
Home Care/Special Care Aide	70	19	33	16	2	0
Nursing	43	14	22	6	1	0
Natural Resources, Environmental and Health Sciences	18	8	6	4	0	0
Transportation and Automotive	37	8	25	2	1	1
Other Trades and Related Services	52	8	30	11	2	1
Heavy Equipment and Machinery	35	5	18	12	0	0
Technology	16	5	7	4	0	0
Engineering and Architectural Technology	48	15	27	5	0	1

2.6 Curriculum, Instruction, and Methods of Training

2.6.1 *Curriculum, Instruction, and Methods of Training, SIAST Overall and by Division*

Employers were divided on the issue of whether or not SIAST needs to improve its curriculum, instruction, or methods of training. Overall, 54.2% indicated that some improvement was necessary, while 45.8% were satisfied with the current programming.

On a divisional basis, the proportion of employers supporting a change in curriculum, instruction or methods of training ranged from a low of 38.7% in Business and Agriculture to a high of 63.0% in Community Services. (See Graph 10.)

Once again, employers who indicated that there were areas in which SIAST could improve were asked to discuss what aspects of the curriculum could be improved upon.

Graph 10: Need to Improve SIAST Curriculum, Instruction, and Methods of Training, SIAST Overall and by Division

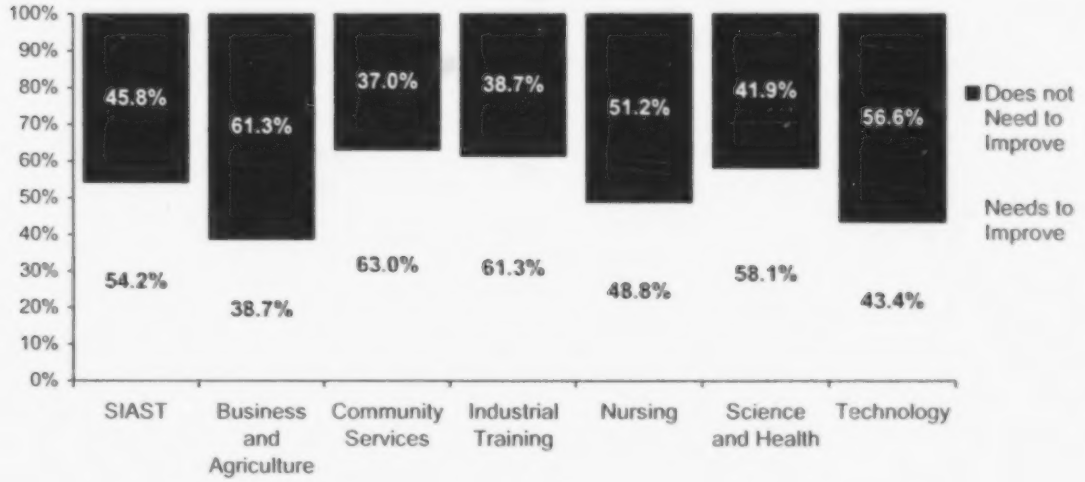


Table 11: Need to Improve SIAST Curriculum, Instruction, or Methods of Training, SIAST Overall and by Division

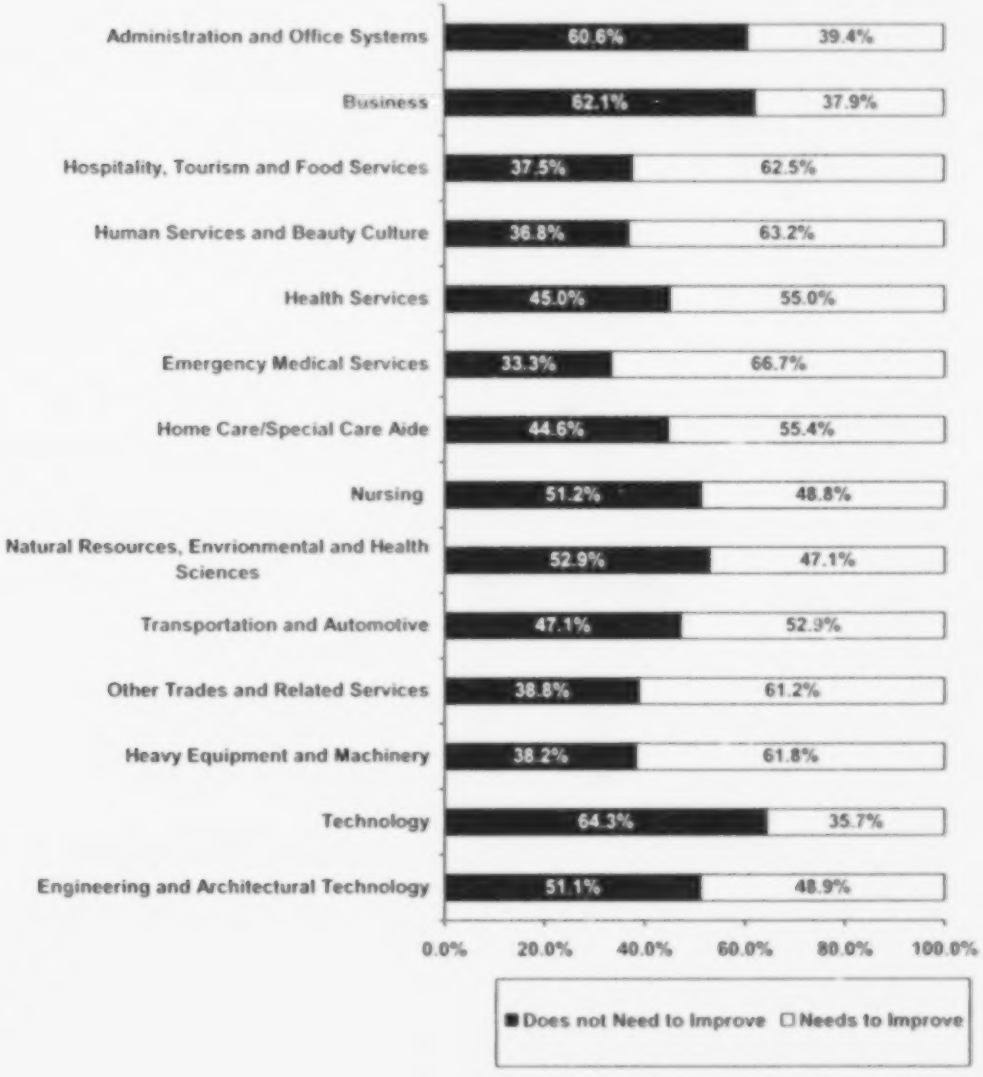
	#	Does not Need to Improve	Needs to Improve
Business and Agriculture	62	38	24
Community Services	73	27	46
Industrial Training	106	41	65
Nursing	41	21	20
Science and Health	155	65	90
Technology	76	43	33
SIAST OVERALL	**513**	**235**	**278**

2.6.2 *Curriculum, Instruction, and Methods of Training, by Related Training Cluster*

The need for improvement in the curriculum, instruction, or methods of training varied amongst training clusters. In some clusters, the proportion of employers that felt improvements should be made was low, as in the transportation and automotive (35.7% felt need to improve), business (37.9%), and administration and office systems (37.9%) clusters.

Conversely, the emergency medical services cluster had the highest proportion of employers indicating programming improvement is required at 66.7%, followed by the human services and beauty culture cluster at 63.2%, and the hospitality, tourism and food services cluster at 62.5%. (See Graph 11.)

Graph 11: Need to Improve SIAST Curriculum, Instruction, or Methods of Training, by Related Training Cluster



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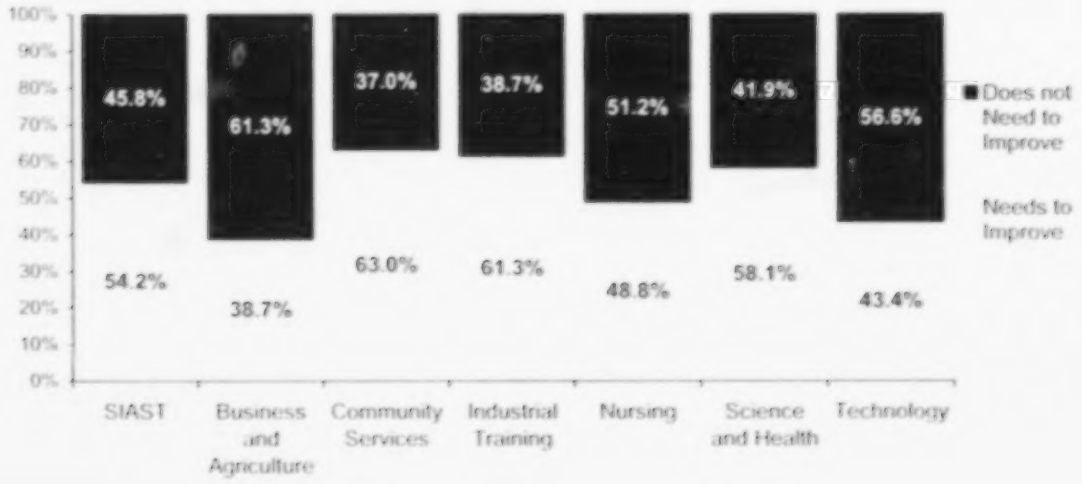

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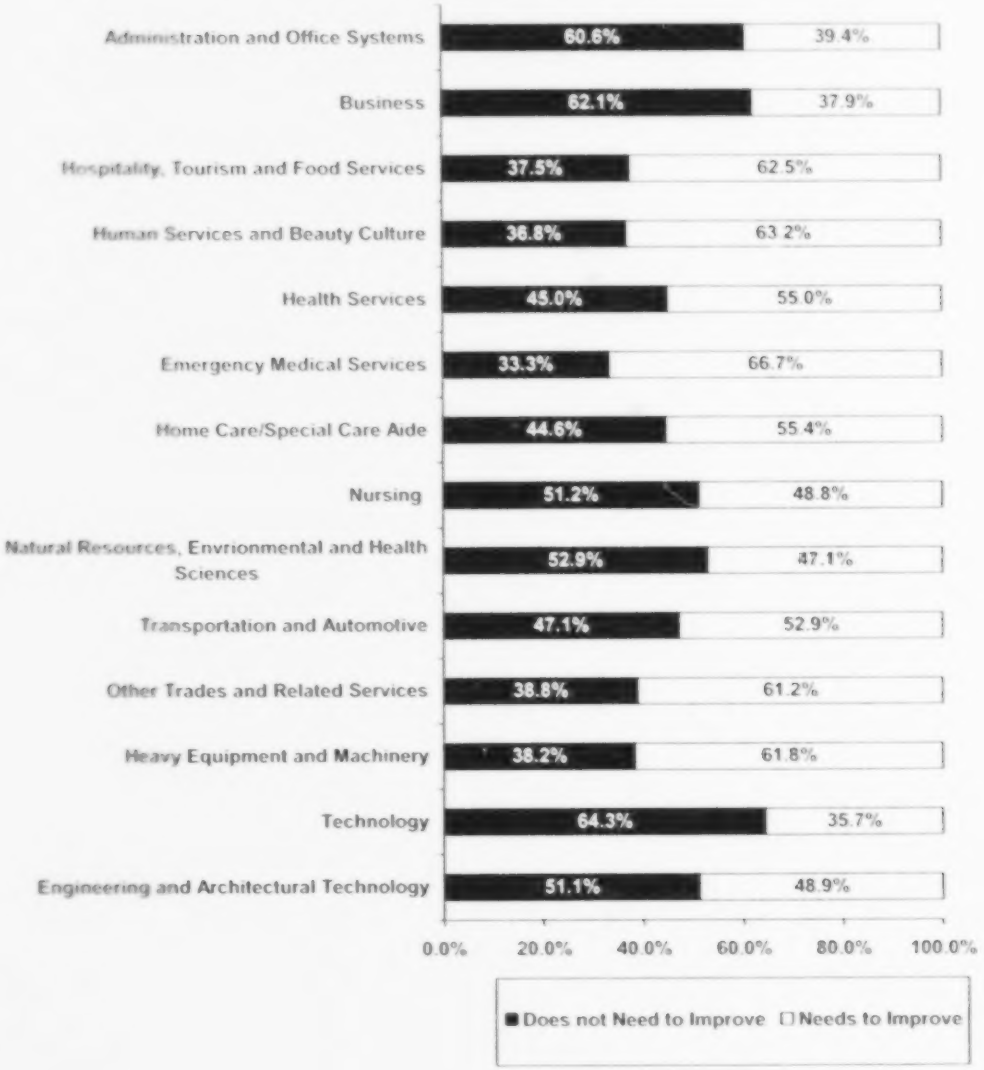

Table 12: Need to Improve SIAST Curriculum, Instruction, or Methods of Training, by Related Training Cluster

	#	Does not Need to improve	Needs to Improve
Administration and Office Systems	33	20	13
Business	29	18	11
Hospitality, Tourism and Food Services	16	6	10
Human Services and Beauty Culture	57	21	36
Health Services	40	18	22
Emergency Medical Services	39	13	26
Home Care/Special Care Aide	65	29	36
Nursing	41	21	20
Natural Resources, Environmental and Health Sciences	17	9	8
Transportation and Automotive	34	16	18
Other Trades and Related Services	49	19	30
Heavy Equipment and Machinery	34	13	21
Technology	14	9	5
Engineering and Architectural Technology	45	23	22

2.7 Future Hiring of SIAST Graduates

Nearly all of employers, 99.5%, indicated that they would hire a SIAST graduate again if they required employees with similar training; a strong indicator of the success of SIAST graduates in the workplace. (See Table 13.)

Employers who indicated they would not hire a SIAST graduate again were asked to explain why.

Table 13: Employers Who Would Hire a SIAST Graduate Again, SIAST Overall and by Division

	#	Hire Again	Not Hire Again
Business and Agriculture	72	100%	0.0%
Community Services	75	98.7%	1.3%
Industrial Training	117	99.1%	0.9%
Nursing	45	100%	0.0%
Science and Health	165	99.4%	0.6%
Technology	85	100%	0.0%
SIAST OVERALL	**558**	**99.5%**	**0.5%**

Appendix A: SIAST Employer Survey 2004

[Graduates from 2004 survey – conducted spring 2005]

NAME OF EMPLOYER: _____ **(to be completed by interviewer)**

INTERVIEWER:
Please refer me to the person or persons in your business who have had opportunities to supervise recently hired employees who are graduates of SIAST programs. I would like the person to answer a few questions about evaluating the skills and training these graduates received while at college? **[an example of such a person would be a supervisor or a member of the Human Resources office]**

BEGIN WHEN APPROPRIATE PERSON HAS BEEN LOCATED

SIAST regularly surveys graduates and employers of our career programs. We have recently completed the survey of those that graduated from SIAST programs in the past 14 months and are now in the process of surveying employers in the province who have hired these graduates within the past year. The graduates have been kind enough to share their employer information with us so that we can conduct the employer survey. We have been informed that your organization has hired a graduate(s) from the >>>>>>>>>>>>>>>>> program (Interviewer identify the program).

[Interviewer – each supervisor of graduates from different programs will be asked the same questions.]

Could you take the time to answer a few questions regarding your satisfaction with the skills and knowledge of the SIAST graduates that you have hired within the past year. **The questions are general in nature and refer to the training and skills the employees received while studying at SIAST, rather than to the particular personnel that you have hired in your company.**
[If yes – continue, If not, schedule another time.]

Please be assured that all the information you provide will be held in the strictest confidence and is protected under the Freedom of Information and Protection of Privacy Act. Results will be aggregated and individual responses will not be released.

[INTERVIEWER: THE FOLLOWING QUESTIONS MAY BE ASKED FROM A NUMBER OF DIFFERENT PERSONNEL IN THE ORGANIZATION, DEPENDING ON THE TYPES OF GRADUATE THAT WERE HIRED, THE PROGRAMS THEY GRADUATED FROM, AND THEIR CURRENT SUPERVISOR]

NAME OF INTERVIEWEE: _____ **(to be completed by interviewer)**

POSITION OF INTERVIEWEE:_____ **(to be completed by interviewer)**

1. Is/are the graduate(s) from the >>>>>>>>>>>>>>>>>>> program (Interviewer, identify the program again) currently working in an occupation related to the training received at SIAST.
   _____ Yes _____ No _____ Not sure

2. Using a rating of between 1-5, please indicate how satisfied you are with the overall preparation of SIAST graduates currently employed or recently employed for positions within your company – with *1 being very satisfied and 5 being very dissatisfied.*

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know
1	2	3	4	5	99

3. Using the same rating scale of 1-5, with 1 being *Very Satisfied* and 5 being *Very Dissatisfied*, please indicate in each of the following specific areas, how you rate the preparation of the SIAST graduates you currently employ.

	Very Satisfied (1)	Satisfied (2)	Neither satisfied nor dissatisfied (3)	Dissatisfied (4)	Very Dissatisfied (5)	Don't Know (99)
A. Job-related knowledge						
B. Job-related skills						
C. General employability or essential skills (i.e. communication, problem solving, team building, time management, leadership)						

3a. If respondents gave a rating of 3 or lower to any of the specific areas above, ask them to comment on: What aspects of the program have caused you to give a "less than satisfactory" rating to this type of preparation. – [please comment):

_____

_____

_____

4. Do you feel there are ways SIAST should improve the curriculum content, instruction, practicums, or method of training that could help to better prepare SIAST graduates for the world of work and particularly working within your company.

_____ Yes _____ No _____ Not sure

4a. If respondent indicated "YES", ask them to elaborate: Please indicate what these should be and for which occupations they would apply.:

[INTERVIEWER: IF SPECIFIC SUGGESTIONS ARE GIVEN, PLEASE ASK THE RESPONDENT TO IDENTIFY THE NAME/TYPE OF POSITION OR PROGRAM HE/SHE IS TALKING ABOUT.]

[YOU DO NOT WANT THE NAME OF THE PARTICULAR EMPLOYEE – BUT THE POSITION HELD BY THE EMPLOYEE, for example, Educational Assistant, Dental Hygienist, Automotive Service Technician]

NAME/TYPE OF POSITION: _____

NAME/TYPE OF POSITION: _____

NAME/TYPE OF POSITION: _____

5. Should your organization/business need employees with similar training in the future, would you hire a SIAST graduate?

_____ Yes _____ No _____ Undecided

[5a. If respondent indicated "NO or UNDECIDED", ask them to elaborate, ask them:]
If you responded "no", why would you **not hire** or are **undecided about hiring** a SIAST graduate in the future, please comment why:

_____
_____
_____
_____

6. Do you have any general comments you wish to make about SIAST graduates or programs:

_____
_____
_____
_____

7. What type of industry is your organization?
   a. Advanced technology, electronics and communication
   b. Agriculture/primary industry
   c. Business and professional services
   d. Construction
   e. Education services
   f. Film, video, multi-media, printing and publishing
   g. Finance, insurance, real estate
   h. Government services
   i. Health and social services
   j. Hospitality and tourism
   k. Manufacturing
   l. Natural resources and environment
   m. Retail and wholesale trade
   n. Technology
   o. Transportation, trucking, heavy equipment, and utilities
   p. Other (please specify) _____

8. Which of the following best describes your type of business?
   a. Primary location/head office
   b. Branch location or site
   c. Other (please specify) _____

WE VALUE THE INPUT OF INDUSTRY TO ASSIST US IN KEEPING OUR PROGRAMS CURRENT AND VIABLE FOR THE WORKPLACE

THANK YOU VERY MUCH FOR TAKING THE TIME TO ANSWER THESE QUESTIONS

THE RESULTS OF THE SURVEY WILL BE AVAILABLE BY THE SUMMER 2005 AND CAN BE LOCATED ON THE SIAST WEBSITE AT http://www.siast.sk.ca/departments/prd/rp1.html

Appendix B: Classification of SIAST Programs into Related Training Clusters

In order to further classify the employer satisfaction results to specific programs, fourteen **related training clusters** were created. The 105 SIAST programs assessed by employers in the survey were grouped into one of the related training clusters. The programs include applied certificate, certificate, advanced certificate and diploma. The rating results have been displayed by these training clusters to identify where there may be variations amongst programming. Note: the graduate employment survey and employer survey does not survey apprentices or basic education students, as they do not receive a credential from SIAST.

The following list indicates the respective training clusters and the appropriate SIAST programs belonging to each grouping. The number of employers (n) that were able to respond to questions regarding graduates from each program is indicated to the right of the cluster name.

OVERALL **n = 558**

ADMINISTRATION AND OFFICE SYSTEMS **n = 37**

- Computer Clerk
- Computerworks
- Medical Office Assistant
- Office Automation/Administration
- Office Education
- Teleservice Customer Representative

BUSINESS **n = 34**

- Accounting
- Business
- Business – Accountancy
- Business – Administration
- Business – Computer Information Systems
- Business – Financial Services
- Business – Marketing
- Human Resource

HOSPITALITY, TOURISM AND FOOD SERVICES **n = 17**

- Food and Nutrition Management
- Institutional Cooking
- Professional Cooking
- Recreation and Leisure Management
- Retail Meat Cutting
- Short Order Cooking
- Tourism Management

HUMAN SERVICES AND BEAUTY CULTURE **n = 62**

- Barber Stylist
- Chemical Dependency Worker
- Corrections Worker
- Cosmetologist
- Early Childhood Education
- Educational Assistant
- Esthetician
- Provincial Corrections Worker

- Rehabilitation Worker
- Social Housing Management (Supervision)
- Youth Care Worker

HEALTH SERVICES **n = 42**

- Combined Laboratory and X-Ray Technician
- Dental Assisting
- Dental Hygiene
- Health Information Management (Services)
- Medical Laboratory Technology
- Medical Radiologic Technology
- Occupational Therapist Assistant/Physical Therapist Assistant
- Pharmacy Technician

EMERGENCY MEDICAL SERVICES **n = 42**

- Advanced Care Paramedic
- Intermediate Care Paramedic
- Primary Care Paramedic

HOME CARE/SPECIAL CARE AIDE **n = 70**

- Home Care Aide
- Special Care Aide

NURSING SERVICES **n = 45**

- Advanced Diabetes Education for Health Care Providers
- Basic Critical Care Nursing
- Nursing Re-entry
- Perioperative Nursing RN
- Practical Nurse Re-entry
- Practical Nursing
- Primary Care Nurse Practitioner
- Psychiatric Nursing Re-entry

NATURAL RESOURCES, ENVIRONMENTAL AND HEALTH SCIENCES **n = 19**

- Biotechnology
- Chemical Technology
- Environmental Engineering Technology
- Forest Ecosystem Technology
- Integrated Resource Management
- Radiation and Environmental Monitoring Technician
- Veterinary Technology
- Water Resources Engineering Technology

TRANSPORTATION AND AUTOMOTIVE **n = 37**

- Auto Body Technician
- Automotive Service Technician
- Automotive Service Technology
- Driver Training (1A Combination Vehicle)

OTHER TRADES AND RELATED SERVICES n = 52

- Carpentry
- Electrician
- Parts Management Technician
- Pre-trades Plumbing and Pipefitting
- Production Line Welding
- Refrigeration and Air Conditioning
- Warehouse Worker
- Welding

HEAVY EQUIPMENT AND MACHINERY n = 36

- Heavy Equipment Operator: Crawler Tractor
- Heavy Equipment Operator: Excavator
- Heavy Equipment Operator: Motor Grader
- Heavy Equipment Operator: Motor Scraper
- Heavy Equipment and Truck and Transport Technician
- Industrial Mechanics
- Machine Shop
- Outdoor Power Equipment Technician: Motorcycle Technician
- Outdoor Power Equipment Technician: Snowmobile Technician

TECHNOLOGY n = 17

- Basic Computer Applications
- Building Systems Technician
- Computer Systems Technology
- Electronics Service Technician
- Electronics Technician
- Graphic Arts Production
- Library and Information Technology
- Process Operator

ENGINEERING AND ARCHITECTURAL TECHNOLOGY n = 48

- Architectural and Building Technologies
- Architectural and Interior Technologies
- Architectural Heritage and Building Renovation
- CAD/CAM Engineering Technology
- Civil Engineering Technology
- Computer Aided Design and Drafting Technology
- Computer Engineering Technology
- Electrical Engineering Technology
- Electronic Systems Engineering Technology
- Electronics Engineering Technology
- Geomatics Technology
- Instrumentation Engineering Technology
- Mechanical Engineering Technology
- Power Engineering Technician
- Power Engineering Technology